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Queenston Lewiston Bridge

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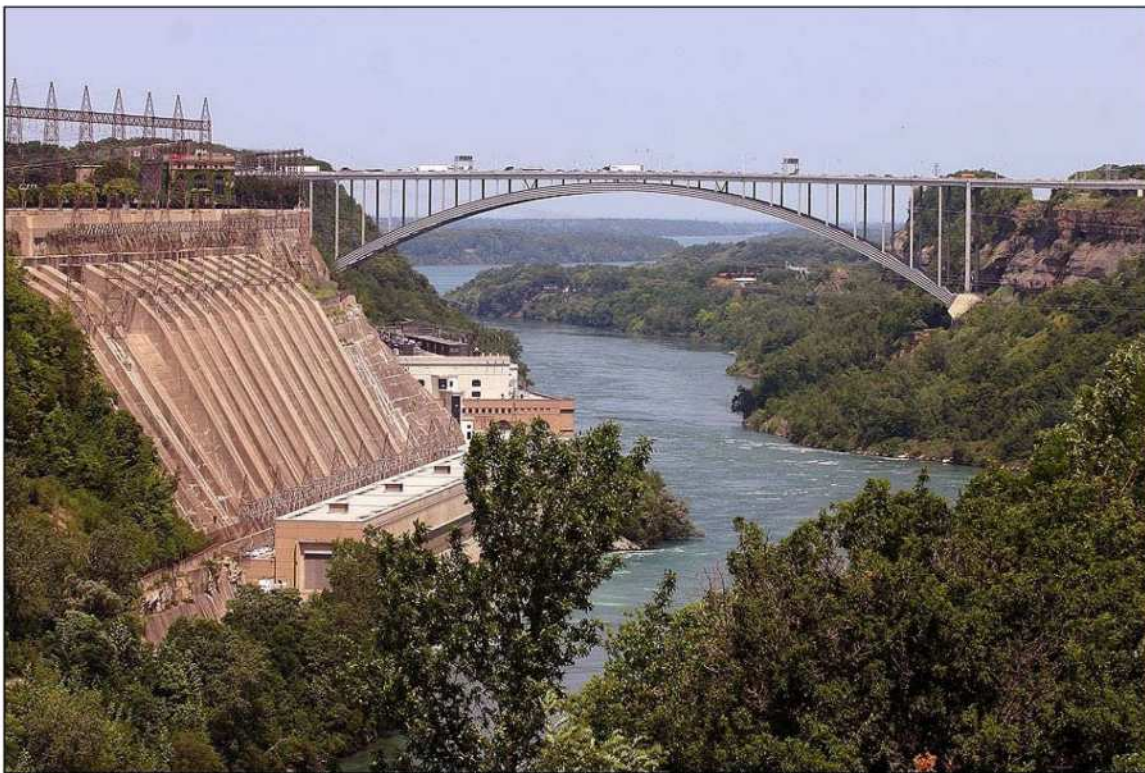
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1. Introduction

****Effective April 1, 2022 at 12:01 AM EDT, fully vaccinated travellers will no longer need to provide a pre-entry COVID-19 test result to enter Canada by air, land or water. You must use ArriveCAN to provide mandatory travel and public health information before and after your entry into Canada.****

This section was last updated: July 2022

Queenston Lewiston Bridge



The port of entry is open 24 hours, 7 days a week. It has 5 commercial vehicle primary inspection lanes. 3 booths are bi-level. It has 10 passenger vehicle primary inspection lanes including 1 designated bilingual and 1 NEXUS. Core hours for NEXUS are 7 days a week - 0800 X 2000 hours.

It is an arch bridge with 5 reversible lanes over the Niagara River, crossing the Niagara River gorge just south of the Niagara Escarpment, connecting Queenston, Ontario and Lewiston, New York. It is owned by the Niagara Falls Bridge Commission, a not-for-profit international public authority governed by an eight-member board, four appointed by the Premier of Ontario and four by the Governor of New York State. Tolls are collected in one direction on the Canadian side, after CBSA processing.

CBSA Queenston Bridge operations is responsible for management of the Whirlpool Rapids Bridge, VIA Rail operations and the Niagara District Airport.

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2. General Information

This section was last updated: July 2022

2.1 Major Access Routes (Canadian / US)

- Queen Elizabeth Way (QEW) and Highway 405 / Interstate 190 and Route 104
- [Google Map](#)

2.2 Facilities owned by

- [Niagara Falls Bridge Commission \(NFBC\)](#)

2.3 Opposite US Port of Entry

- US CBP Lewiston Queenston Bridge is under the responsibility of the [Port of Buffalo](#)

2.4 Number of Primary Inspection Lines (PIL) booths, designated bilingual lanes, Secondary, Commercial Exam Bays

Primary	Lanes
Passenger-Only	10
Commercial-Only	2
Mixed (Passenger/Commercial) including Bi-Level	3
Bus-Only	0
Dedicated Nexus/Trusted Travellers	1
Total Number of Lanes at the Port	15
<i>Number of lanes designated bilingual</i>	1

Secondary	
Secondary Examination Capacity (The # of vehicles that can be parked in the secondary examination area)	28 passenger vehicles including high risk referral area
Examination Bays	8 (1 tertiary garage)
Other (please specify)	55 parking spaces for tractor trailers plus straight trucks plus 13 parking spaces for regular vehicles using commercial operations.

Passenger Vehicle Primary



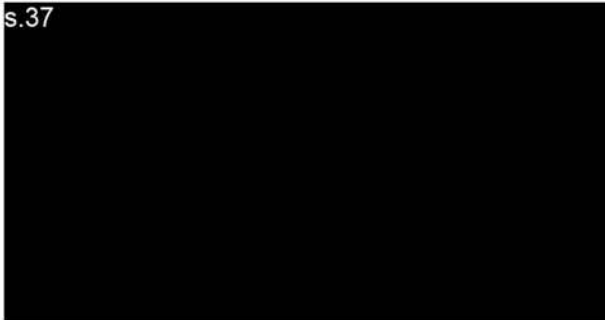
Passenger Vehicle Secondary**Bus Processing****Commercial Vehicle Primary****Commercial Secondary**

One examination bay at ground level to examine smaller conveyances

- LiveScan Kiosk

2.5 Contraband Detection Equipment

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<https://cbsawikiasfc.omega.dce-eir.net/display/pp/Queenston+Lewiston+Bridge>

2.6 Detector Dog Teams Available

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Personal

Pers

2.7 Signage

- Clear static & electronic directional signage
- 5th lane changes direction as volumes dictate (EB vs. WB)
- Variable Message Signs are located above each Primary Inspection Lane
- NFBC provides traffic direction during peak volumes

2.8 Interpreters On-site

- Interpreter services available on a call-out basis.

2.9 Non-governmental organizations (NGO) for government sponsored refugee reception

- None

2.10 Trusted Travellers Programs available

- One NEXUS Lane

2.11 Greeters and Queuing Officers

- Border Services Officers in the secondary area are the greeters and queuing officers

2.12 Key stakeholders

 [List of Key Stakeholders, Southern Ontario Region](#)

The top commercial importers (by release requests) are William L. Rutherford, Amazon.ca, Winners, Loblaws, Bridgestone Canada, General Motors, Estee Lauder Cosmetics Ltd, Tigercat Industries, Apple Canada and Canada Dry Mott's Inc.

The type of commercial commodities, by value and by Harmonized System coding, are machinery and parts (automobile engines fall under this heading), motor vehicles, electrical machinery, plastics, pharmaceutical products, edible fruit and nuts, essential oils and resins, medical and industrial instruments, books and printing products and paper and paperboard.

2.13 Key Government Departments (OGDs) on-site

- The Canadian Food Inspection Agency has a facility on site
- Public Health Agency of Canada has two officers on site

2.14 CBSA On-site Function

- CRA Information Technology has office space on-site

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3. Human Resources

This section was last updated: July 2022

3.1 Staffing Level

Staffing Level - Travellers Operations	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border Services Officers (BSOs)	90	90	77	123	119
Superintendents	14	13	11	10	9
Chiefs	3	3	2	4	3
Directors	1	1	1	1	1
Clerks and administrative support staff	6	6	6	6	7
Staff Total	114	113	142	144	139

*Staffing data provided by Human Resources. Please be advised that prior to FY 2020-21, employees, whether inactive or DTA were not removed. Also, employees that were out or in on assignment on the date these documents were pulled were reflected and removed. As of FY 2020-21, all employees who's substantive position is registered for this specific POE are included in the totals.

*Effective June 2019, Alternative Inspection Services (AIS)/Canadian Processing Centre (CPC) reports to Queenston Bridge. These staffing numbers have not been reflected in above as they do not report to the port.

Staffing Level - Commercial Operations	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border Services Officers (BSOs)	65	59	57	31	33
Superintendents	8	7	7	8	7
Chiefs	1	2	2	1	1
Clerks and administrative support staff	5	9	5	5	8
Staff Total	79	77	71	45	49

3.2 Number of staff bilingual and number of staff fluent in languages other than English and French

- 23 officers are bilingual in Traffic operations
- 10 officers and 1 superintendent are bilingual in Commercial operations
- 11 officers are fluent in other languages

3.3 Variable Shift Scheduling Agreement (VSSA) or Other

- There are three Variable Shift Schedule Arrangements (VSSA) in place. A 3 on and 3 off rotation which consists of 12 hour shifts. A 4 on and 4 off, 12 hour shift rotation and a 5 on and 3 off, 9 hour schedule

3.4 Local Training Initiatives to Improve Services Provided by Officers

- Some local training initiatives provided by officers include, immigration training and use of detection tools.

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4. Volumes and Statistics

This section was last updated: July 2022

****Prior to 2018 data was retrieved from G11 statistics. Commencing in fiscal year 2018-19 data is retrieved from Consolidated Management Reporting System (CMRS) and Operational Reporting Application (ORA)****

**** Volumes for FY 2020-21 were significantly lower due to the ongoing border restriction implemented in March 2020 due to the Covid-19 pandemic. ****

4.1 Number of Travellers

Number of Travellers	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Passengers	3,532,625	3,531,669	3,464,132	472,055	792,240

4.2 Number of Conveyances

Number of Conveyances	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Cars	1,389,064	1,402,658	1,387,030	63,915	208,695
Buses	3,581	3,500	3,083	0	60
Trucks	390,274	574,124	402,643	377,182	404,409

4.3 Peaks and Valleys

- For passenger vehicles, Saturday and Sunday are the busiest days. The busiest months are from April to September.
- For commercial trucks, Tuesday to Friday are the busiest days.

4.4 Border Wait Times

Border Wait Times (Travellers)	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border wait time performance (%) *	90.2	93.1	92.3	98.6	90.2

*The border wait time performance represents the % of time where delays were within the standard, travellers.

4.5 Number of Enforcement Measures

Enforcement Actions	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
K19 Traveller Seizures	318	384	434	67	175

Enforcement Actions	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
K19 Commercial Seizures				31	26
HPB3515 Traveller Drug Seizures	153	201	228	51	115
HPB3515 Commercial Drug Seizures				10	16
Prohibited Goods Travellers	259	10	0	0	0
K27s Hate Propaganda	0	0	0	0	0
K27s Obscenity	0	0	0	0	0
Child Pornography	1	0	0	0	0
Forced Payments Traffic	245	199	229	36	20
K24 (previously) BSF 241 (starting 2013)	441	278	150	2	2

**Seizure data separated in FY 2020-21 to match formatting of other SOR POE WIKI pages.*

4.6 Documents Issued Related to the Food, Plant, and Animal Program

Forms	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
BSF-241	15	9	2	242	13

4.7 Number of Immigration Documents

Type of Immigration Document	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Allowed to Leave	1,957	1,615	1,343	217	420
Inadmissibility Report (Sec. 44) (non-refugee cases)	213	146	121	11	25
Refugee Claim	70	66	51	21	81
Student Permit	348	400	413	76	373
Work Permit	2,526	4,001	3,875	548	1,360
Permanent Resident	2,946	2,482	2,831	247	286
Visitor Record	637	795	922	207	425
Temporary Resident Permit	119	134	93	7	23

4.8 Number of Complaints/Commendations

	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Complaints	39	49	46	25	34

	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Commendations	8	8	5	1	4

* includes QBT, QBC and NF VIA complaints

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5. Risks

This section was last updated: July 2022

- **2016-2018 National Border Risk Assessment**

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6. Future Patterns

This section was last updated: July 2021

- Expansion & redevelopment of Niagara Falls Int'l Airport, Niagara Falls NY is actively marketing to GTA/Ham/Niagara promoting travel to SC/FL
- GO train/bus service to be expanded to Niagara area
- Ongoing NGTA Corridor and Planning Study - potential mid-peninsula corridor, multi modal transportation and transit links
- MapQuest and GPS units route traffic to the Queenston Border crossing
- Anticipated increase in volumes once border restrictions are eased.

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7. Other

This section was last updated: September 2019

7.1 Business Continuity Planning: December 2017

- BCP is up to date.

7.2 After Hours IT Services Available

- Yes

7.3 Pertinent Information Related to the Infrastructure

- None

7.4 Miscellaneous

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8. Contacts

This section was last updated: July 2022

8.1 Contacting Ports of Entry, Management, and Subject Matter Experts

- [SOR Superintendent & Chief Offices Contact List](#)
- [SOR Management Contact List](#)
- [SOR Core Subject Matter Expert \(SME\) List](#)

 Contact the [Superintendents' office](#) for enquires regarding port-specific scheduling information.

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